

ABSTRACT

A system for remotely servicing a computational component is provided that includes:

(a) a firewall 112;

5 (b) a computational component 104 requiring servicing, the firewall 112 analyzing communications to the computational component 104;

(c) a data collection agent 116 operable to (i) establish a session with a servicing computational component 100, packets of the session being analyzed by the firewall 112 and the session being of a type permitted by the firewall 112, (ii) receive a packet associated with 10 the session, the packet comprising a machine executable servicing command for the computational component 104, and (iii) forward the servicing command to the computational component 104.